Single Market Scoreboard

The United Kingdom withdrew from the EU on 31 January, 2020. The 2020 edition of the Single Market Scoreboard refers to time periods preceding the withdrawal of the UK, and the UK is therefore listed as a Member State.

Internal Market Information System (IMI)

Reporting period:
01/2019 – 12/2019

The Internal Market Information System (IMI) is an IT application that connects national, regional and local authorities across the EU (EEA). IMI allows authorities to communicate quickly and easily with their counterparts abroad.

Main features:

- a **multilingual search function** to help authorities identify their counterparts in other EEA countries

- **pre-translated questions, answers and forms** for requesting and sharing information, in the context of administrative cooperation supporting the Single Market

- **an integrated machine translation** service for translating any free text included as part of an information exchange

- a **tracking mechanism** allowing authorities to follow the progress of their information exchanges

IMI and the Single Market – why does it matter?

In the area of the Single Market, Union laws set out mutual assistance and administrative cooperation obligations for Member States in order to make free movement of people, businesses and goods a reality. IMI helps authorities across the European Economic Area to fulfil these obligations in multiple policy areas. It has succeeded in modernising cross-border administrative cooperation and improving the functioning of the Single Market. Although the end-users of IMI are public authorities at national, regional and local level, the beneficiaries of this improved cooperation are businesses and citizens who are the subject of the information exchanges.
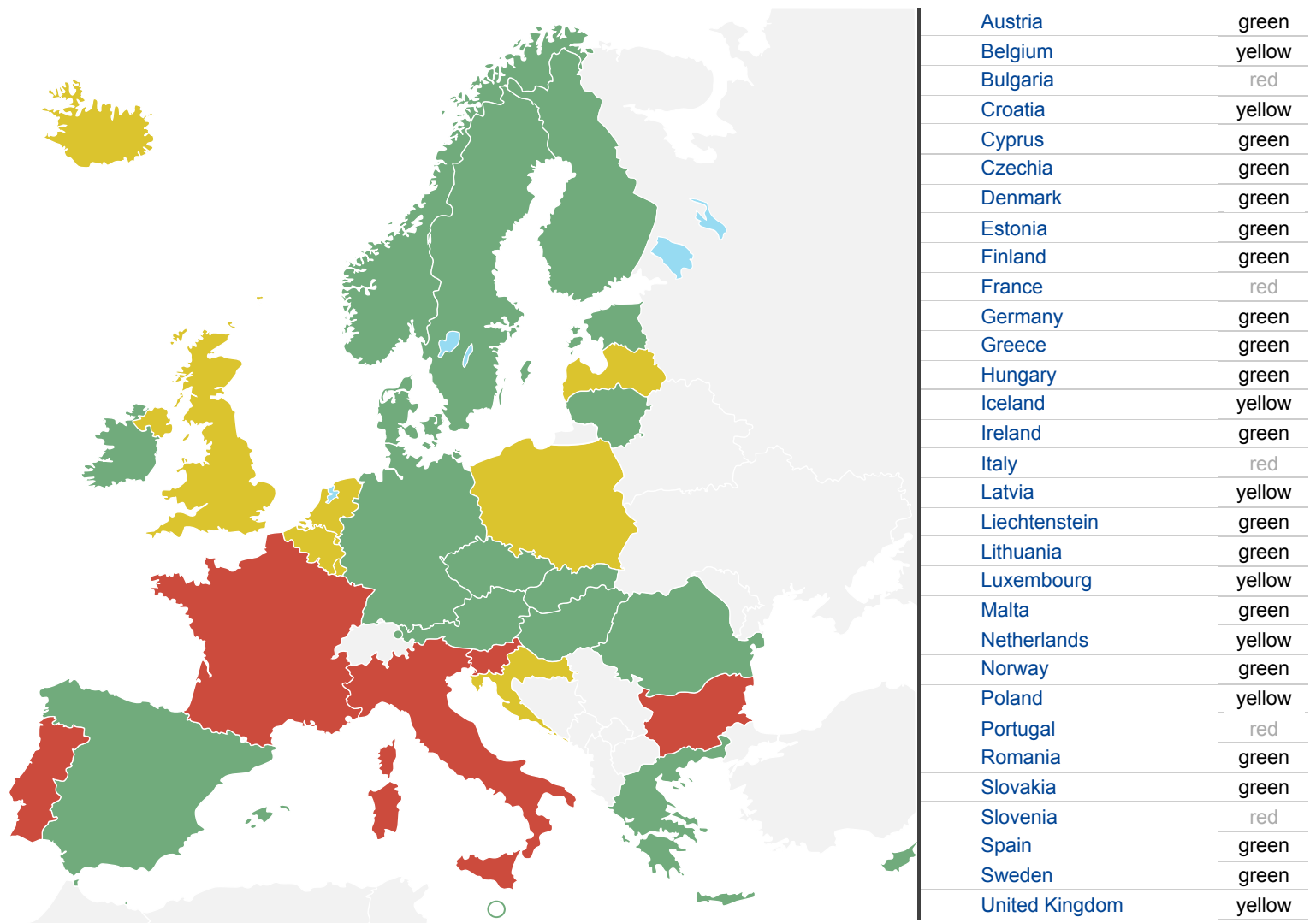
Key messages

- **More than 200 000 information** exchanges have been sent through IMI since its launch in 2008. Use of the system increases steadily, year on year.

- The **16th policy area** was introduced in September 2019 for the exchange of information concerning authorisations to transfer firearms within the EU.

- By the end of 2019, IMI was ready to support the **Consumer Protection Cooperation (CPC) network**, contributing further to the rationalisation of IT tools provided by the Commission.

Overall performance

Overall performance
(all 5 indicators combined)

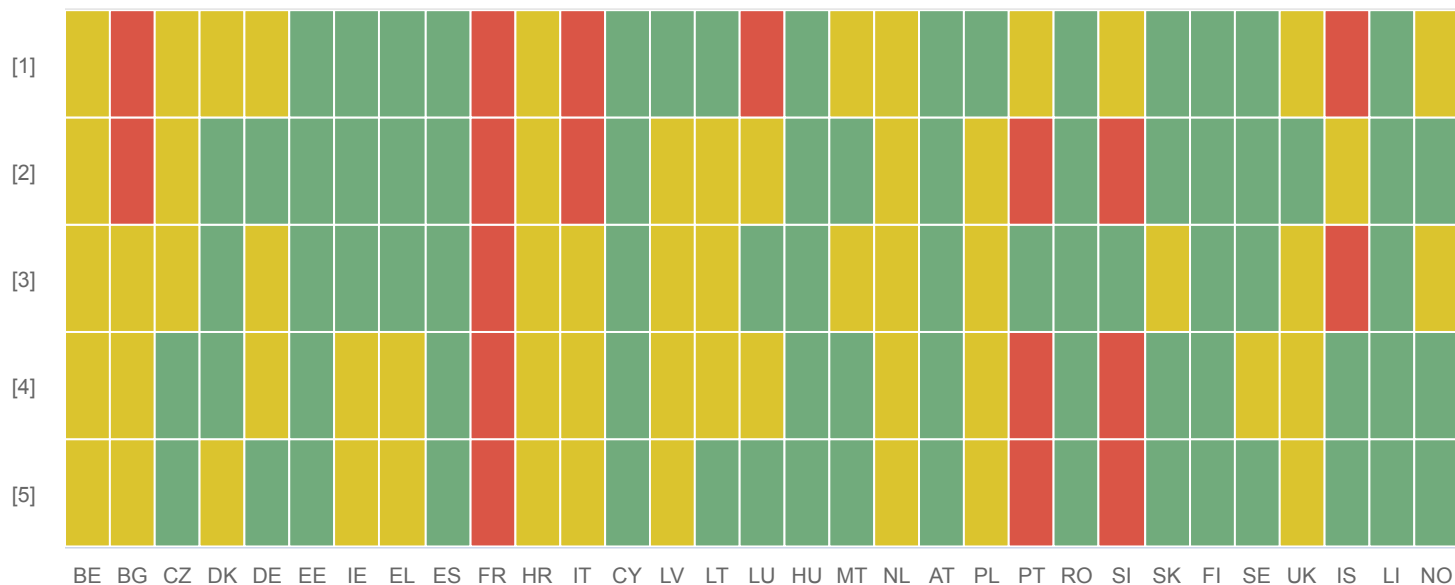|	
Austria	green
Belgium	yellow
Bulgaria	red
Croatia	yellow
Cyprus	green
Czechia	green
Denmark	green
Estonia	green
Finland	green
France	red
Germany	green
Greece	green
Hungary	green
Iceland	yellow
Ireland	green
Italy	red
Latvia	yellow
Liechtenstein	green
Lithuania	green
Luxembourg	yellow
Malta	green
Netherlands	yellow
Norway	green
Poland	yellow
Portugal	red
Romania	green
Slovakia	green
Slovenia	red
Spain	green
Sweden	green
United Kingdom	yellow

A Member State's **performance across all 5 indicators** is calculated by scoring each indicator the chart below as follows:

- Red = -1,
- Yellow = 0,
- Green = +1.

The colours on the map represent the **sum of these scores**:

- Green : 2 or higher = good performance
- Yellow : -1, 0 or 1 = medium performance
- Red : -2 or lower = poor performance

Performance indicators

| | BE | BG | CZ | DK | DE | EE | IE | EL | ES | FR | HR | IT | CY | LV | LT | LU | HU | MT | NL | AT | PL | PT | RO | SI | SK | FI | SE | UK | IS | LI | NO |

	≥ 80	60 – 79	< 60
[1] Speed in accepting requests (% accepted within 7 days)	≥ 80	60 – 79	< 60
[2] Speed in answering requests (avg. no. of days taken to answer)	< 16	16 – 25	> 25
[3] Requests answered by the date agreed in IMI (%)	≥ 80	60 – 79	< 60
[4] Timeliness of replies as rated by counterparts (% of negative evaluations)	< 5	5 – 14	≥ 15
[5] Efforts made as rated by counterparts (% of negative evaluations)	< 5	5 – 14	≥ 15

The performance indicators are based on information requests sent in the following legal areas: Professional Qualifications, Services, Posting of Workers and Patients' Rights.

Indicator [1]: Speed in accepting incoming requests (within 1 week)

This chart shows:

- **total information requests received** by authorities

- **total information requests accepted within one week** by authorities

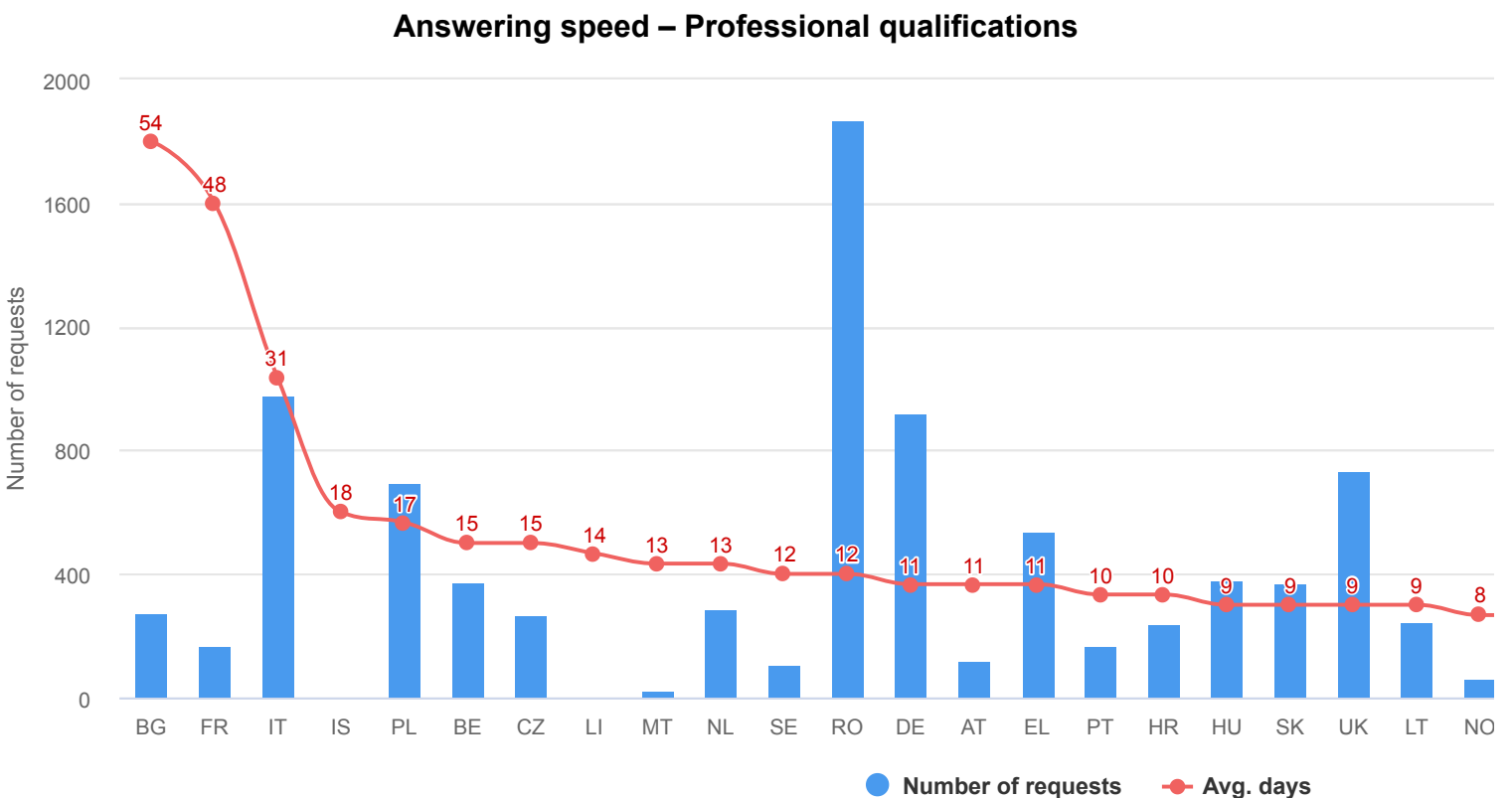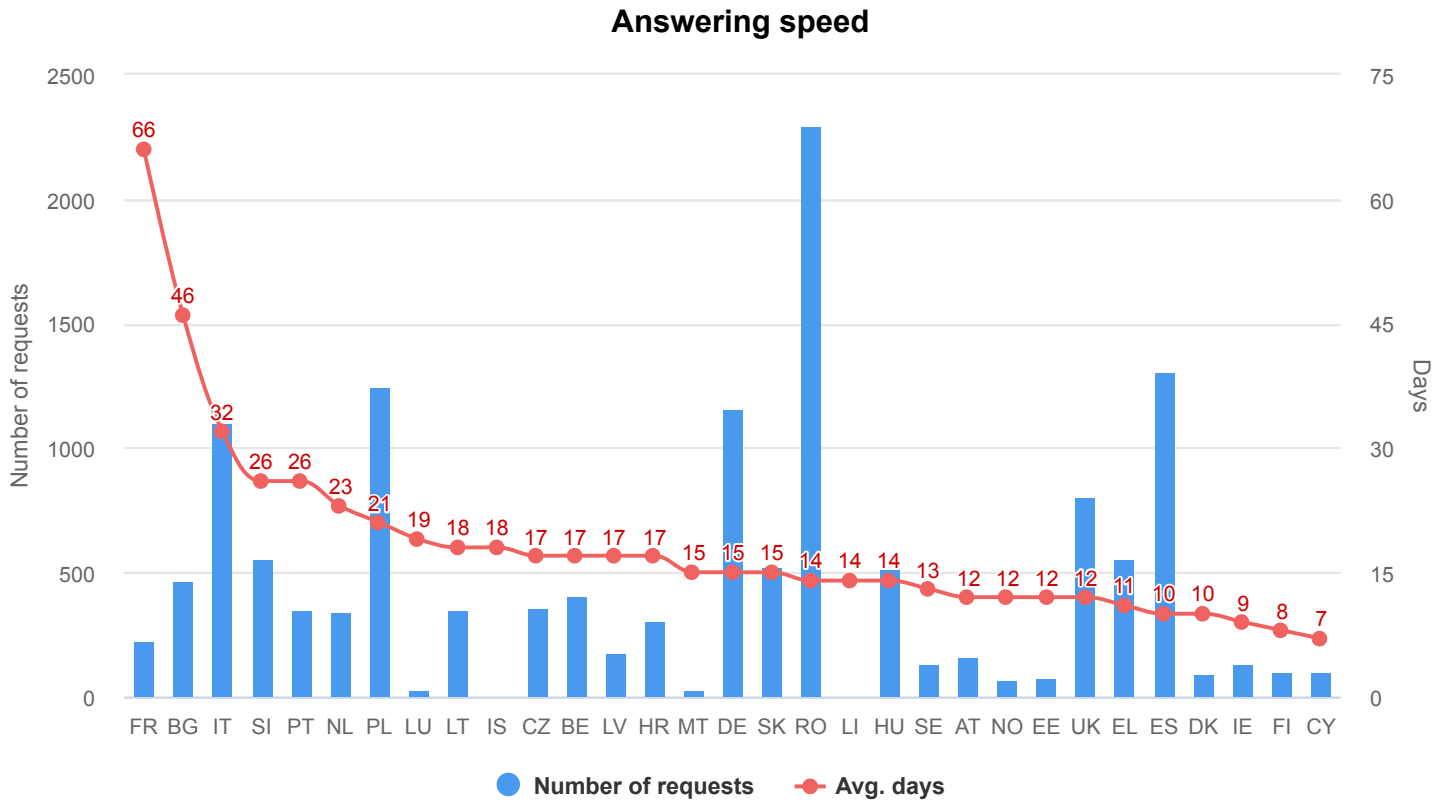- **acceptance speed: percentage of requests accepted within one week**
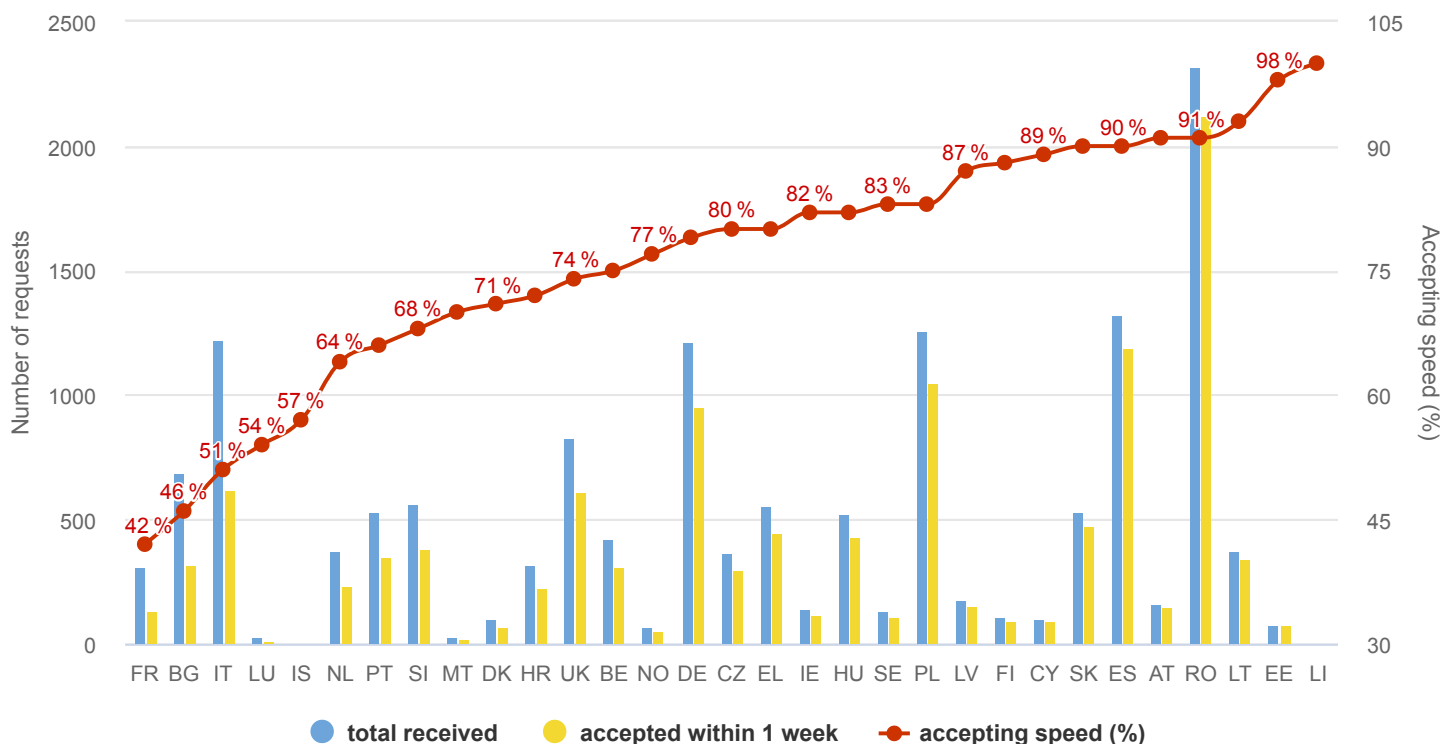
Figures are based on requests for information in the following areas: *Professional Qualifications; Services; Patients' Rights and Posting of Workers* (concerning postings, health and safety, working conditions and establishment). Requests withdrawn within one week are excluded, unless they had already been accepted by the recipient.
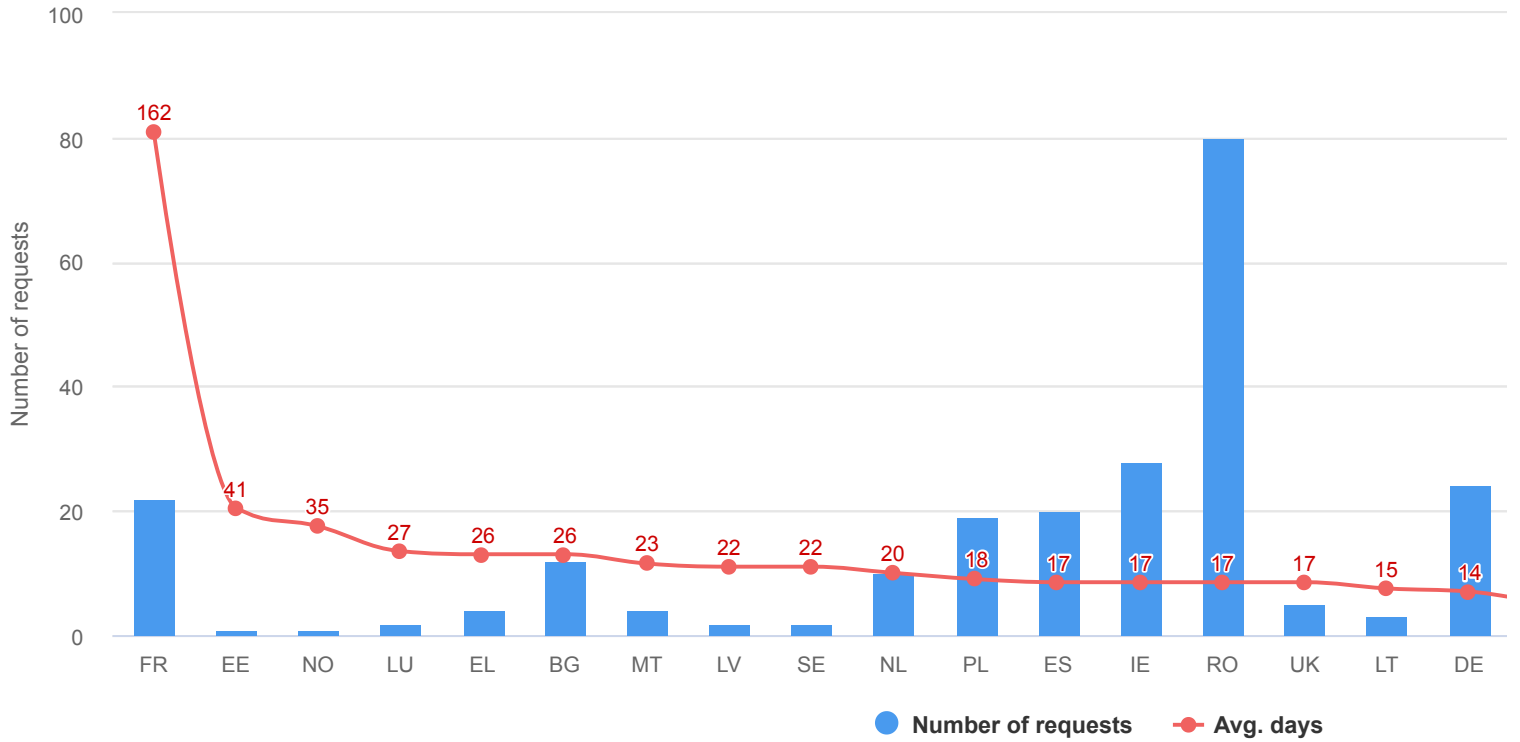
# Indicator [2]: Speed in answering requests

This chart shows for all areas:

- **total information requests** received by authorities

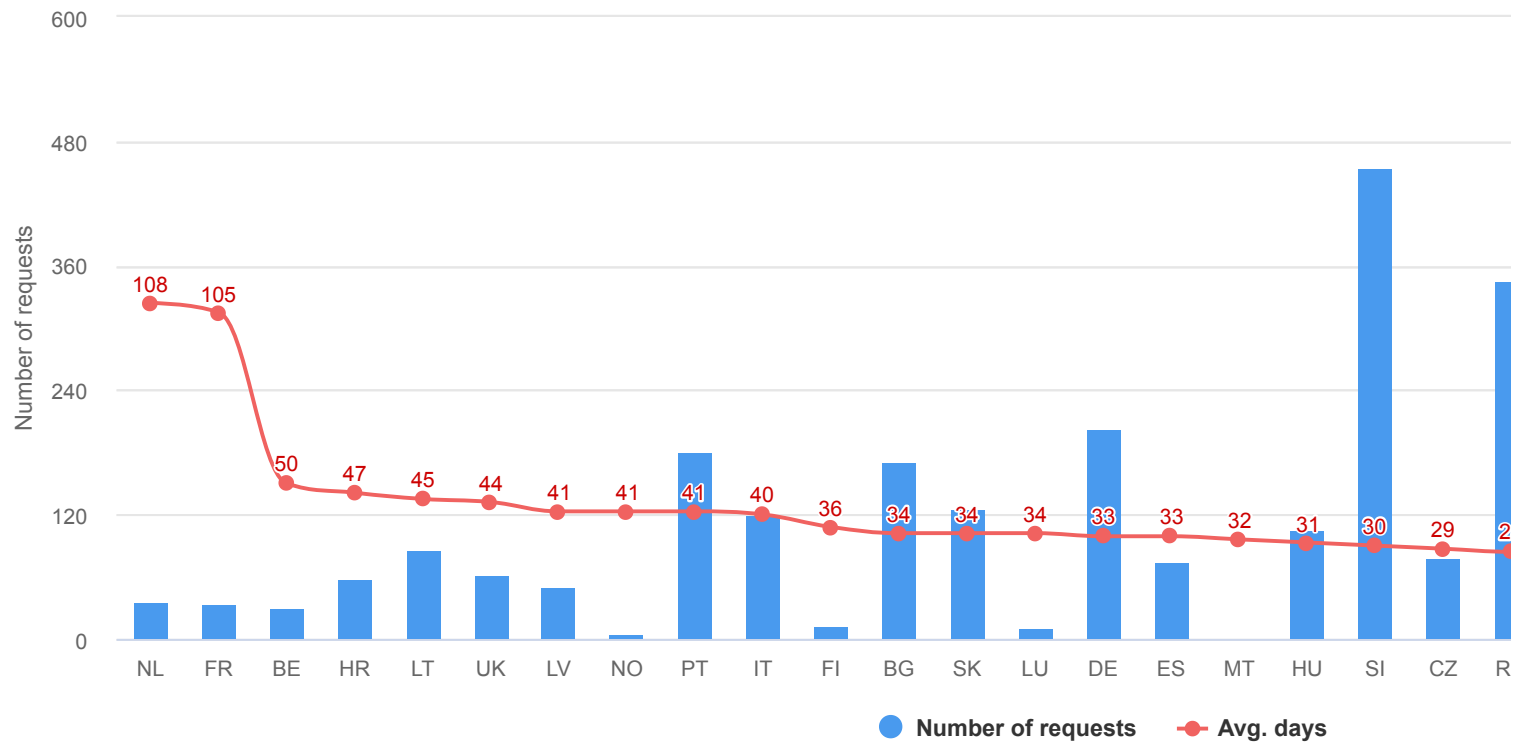- average number of **days taken to reply**

Answering speed

Number of requests ⬤ Number of requests ●─ Avg. days

Answering speed – Professional qualifications

Number of requests ⬤ Number of requests ●─ Avg. days

Answering speed – Services

Answering speed – Patients' rights
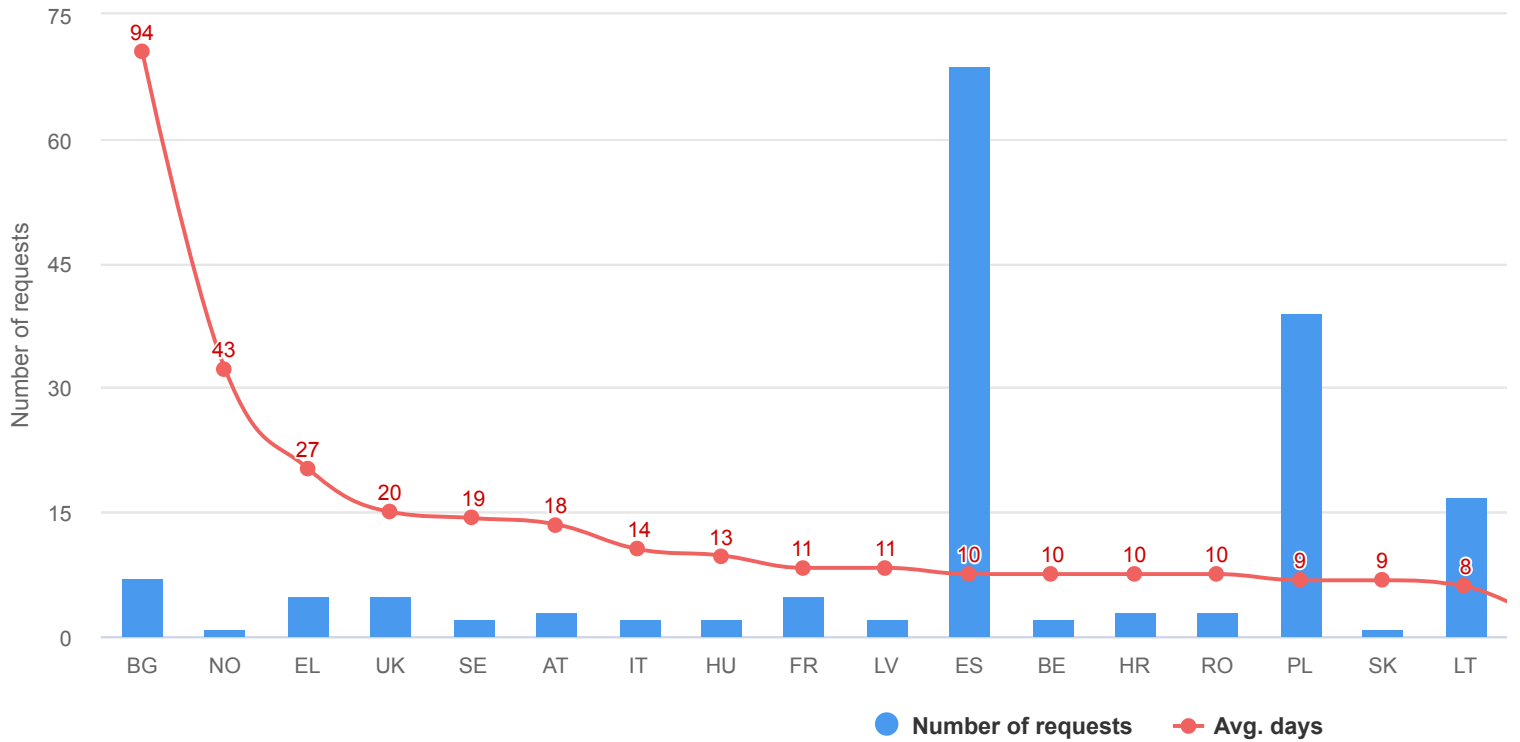
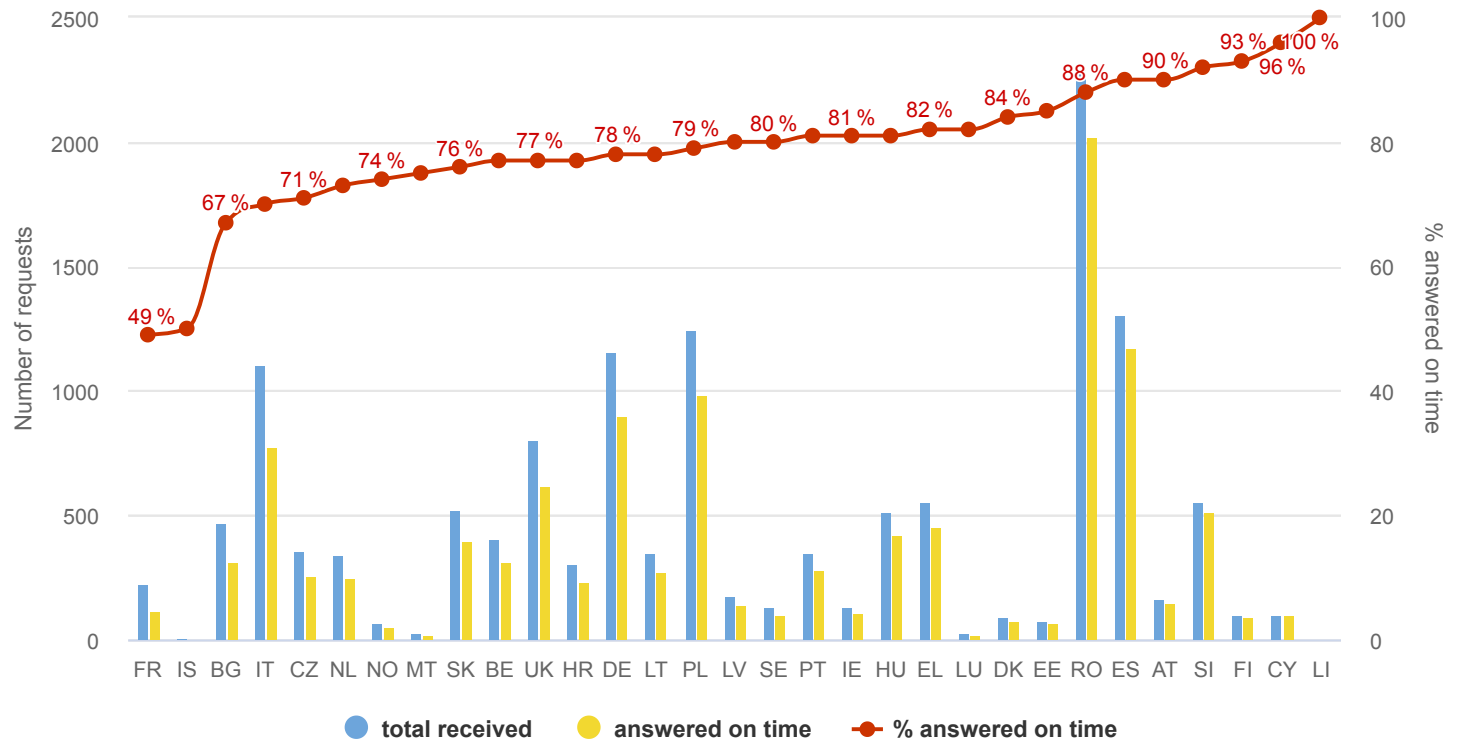## Answering speed – Posting of workers

Figures are based on requests for information in the following areas: *Professional Qualifications; Services; Patients' Rights and Posting of Workers* (concerning postings, health and safety, working conditions and establishment). Figures include requests for which a response was provided.

# Indicator [3]: Requests answered by the date agreed in IMI

When sending a request, the authority indicates the date by which it needs an answer. The responding authority can either accept this date or propose a new one. This chart shows:

- **the number of requests received** by National authorities

- **the number of requests answered on time**
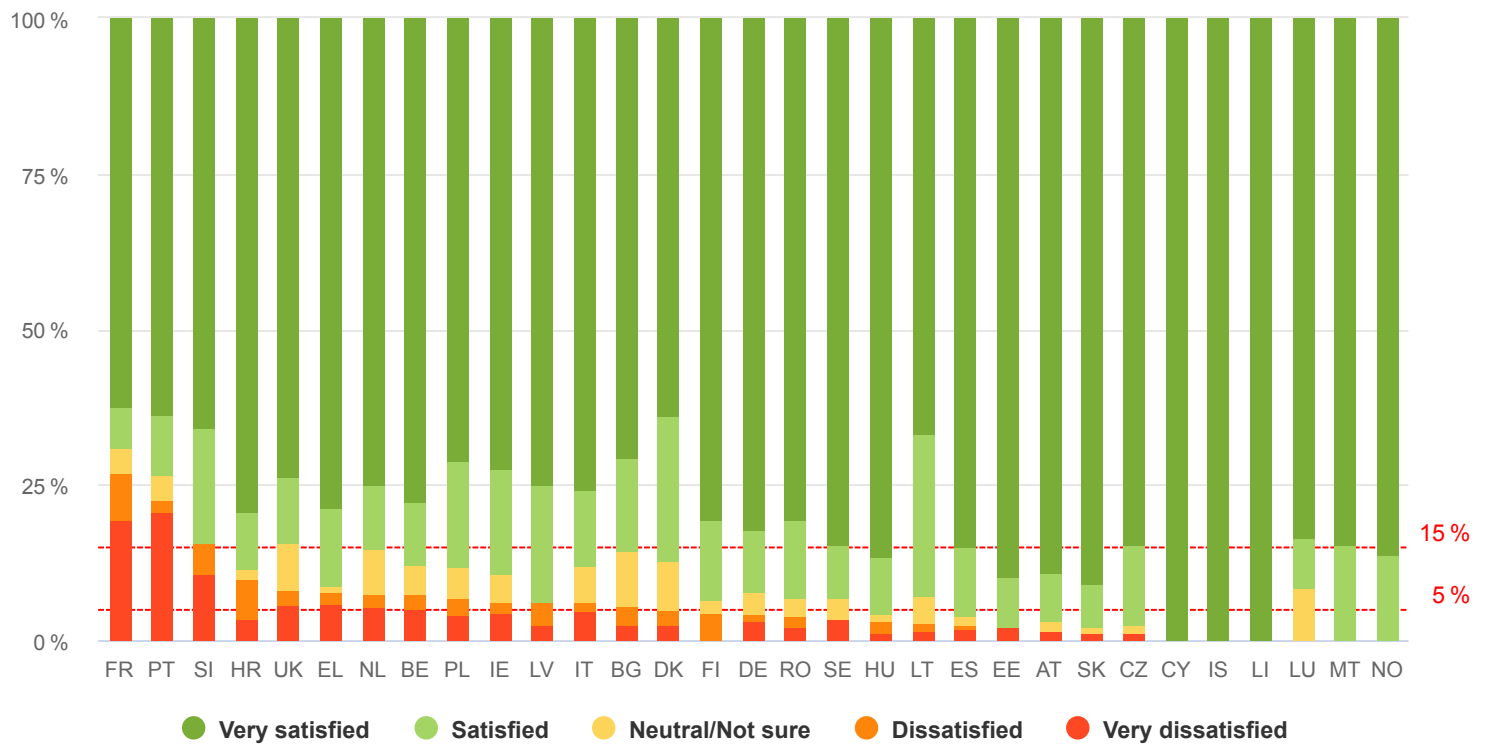
- **the percentage of requests answered on time**

Figures are based on requests for information in the following areas: *Professional Qualifications; Services; Patients' Rights and Posting of Workers* (concerning postings, health and safety, working conditions and establishment). Figures include requests for which a response was provided.

Indicator [4]: Timeliness of replies (as rated by counterparts)
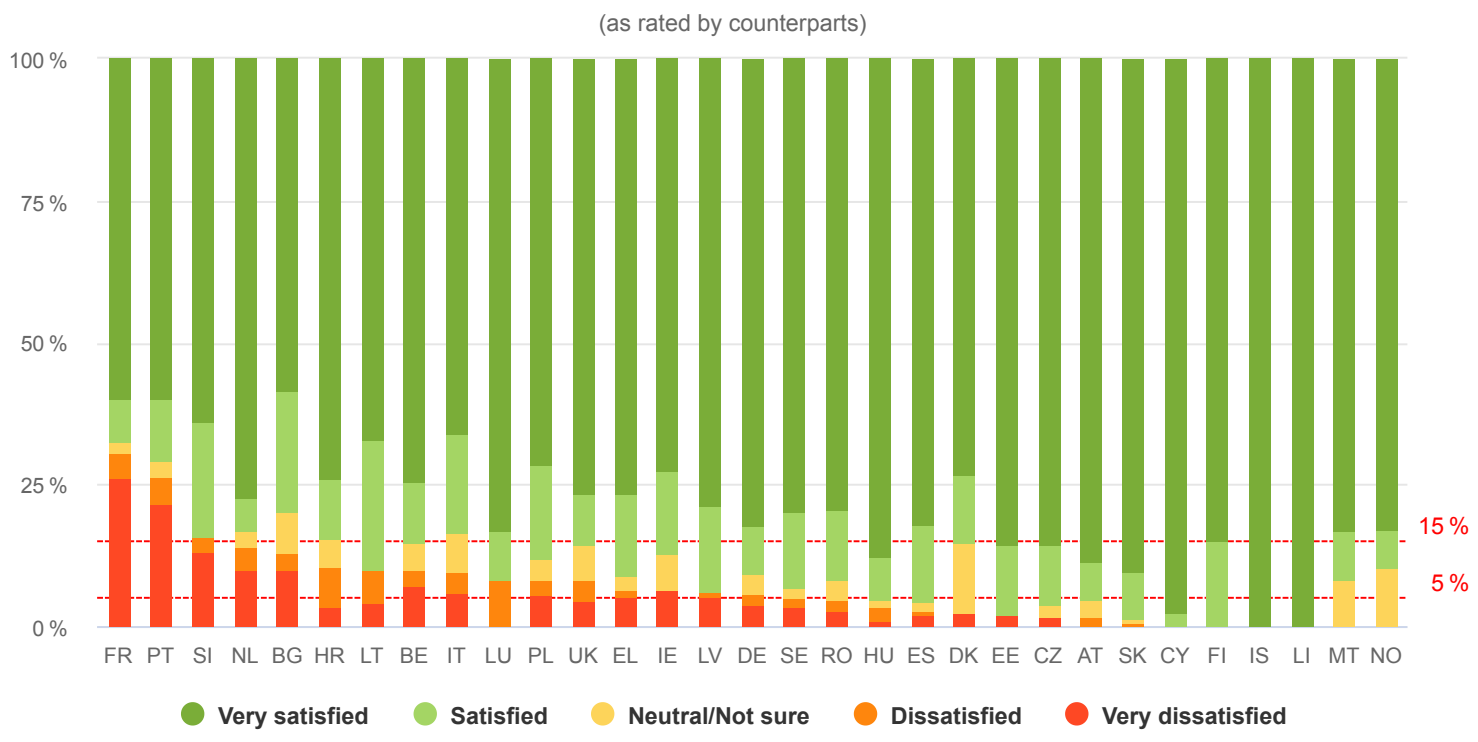
(as rated by counterparts)

● Very satisfied ● Satisfied ● Neutral/Not sure ● Dissatisfied ● Very dissatisfied

Figures are based on an optional survey completed by the sender when they close a request for information. Figures are based on requests for information in the following areas: *Professional Qualifications; Services; Patients' Rights and Posting of Workers* (concerning postings, health and safety, working conditions and establishment).

Indicator [5]: Efforts made (as rated by counterparts)

Legend: Very satisfied · Satisfied · Neutral/Not sure · Dissatisfied · Very dissatisfied

Figures are based on an optional survey completed by the sender when they close a request for information. The survey covers requests for information in the following areas: *Professional Qualifications; Services; Patients' Rights and Posting of Workers* (concerning postings, health and safety, working conditions and establishment).

Priorities
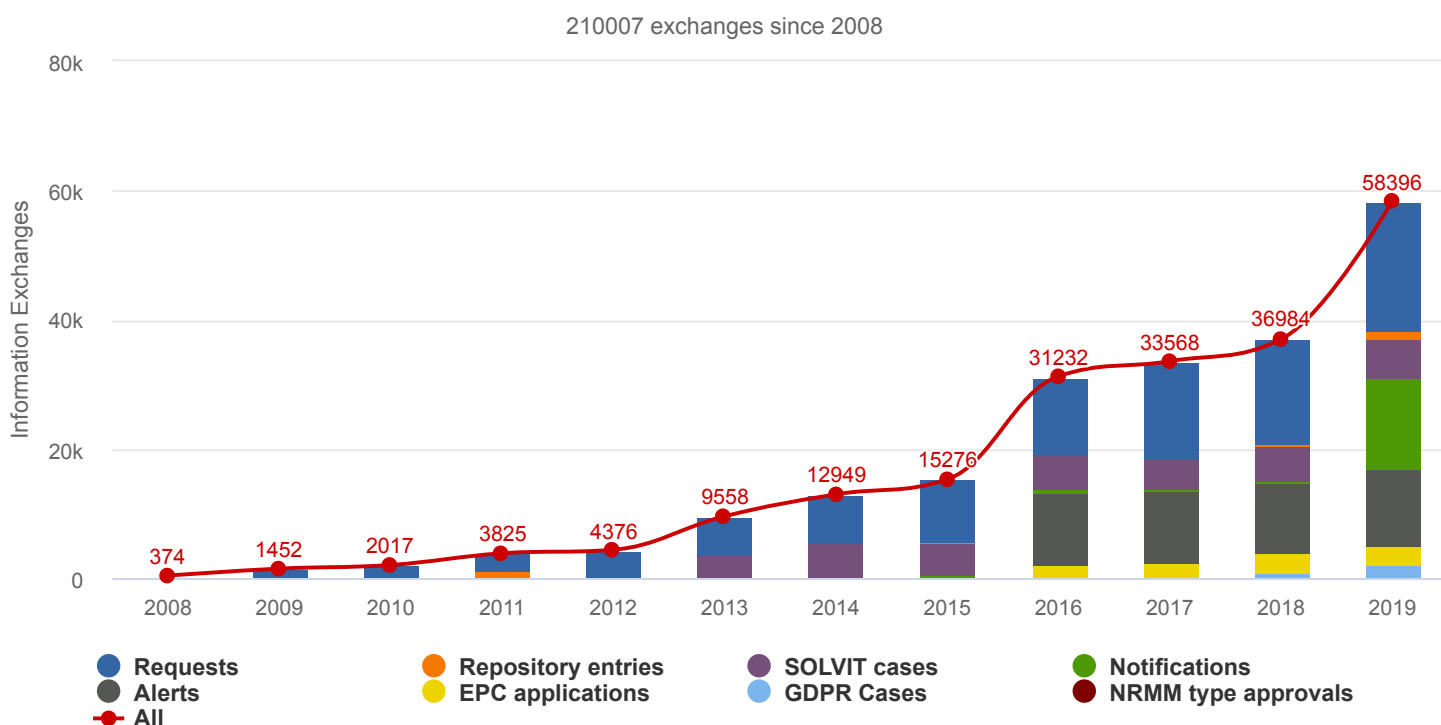
In 2020, the Commission aims to:

- implement IMI for:
    - cooperation between national authorities responsible for enforcing consumer protection laws as set out in Regulation (EU) 2017/2394
    - administrative cooperation set out in Council Decision 2001/470/EC establishing a European Judicial Network in civil and commercial matters
    - additional administrative cooperation provisions set out in the Firearms Directive (Council Directive 91/477/EEC)
- implement the "new look" IMI information request forms for existing legal areas
- improve the IMI user interface
- further improve user support.

Facts and figures

- **Almost 35 000 public sector officials in over 12 000 public authorities** are registered as users in IMI.

- With **56 360 exchanges in 2019**, the **total number of exchanges** sent through IMI **reached 207 971**, representing a **52 % increase on the number of exchanges in 2018**.

- The **European Professional Card** continued to deliver excellent results, although only available for five professions (pharmacists, nurses, physiotherapists, real estate agents and mountain guides). **1745 decisions were taken on EPC application in 2019**.

- **11 969 alerts were been sent in IMI** in the area of Professional Qualifications.

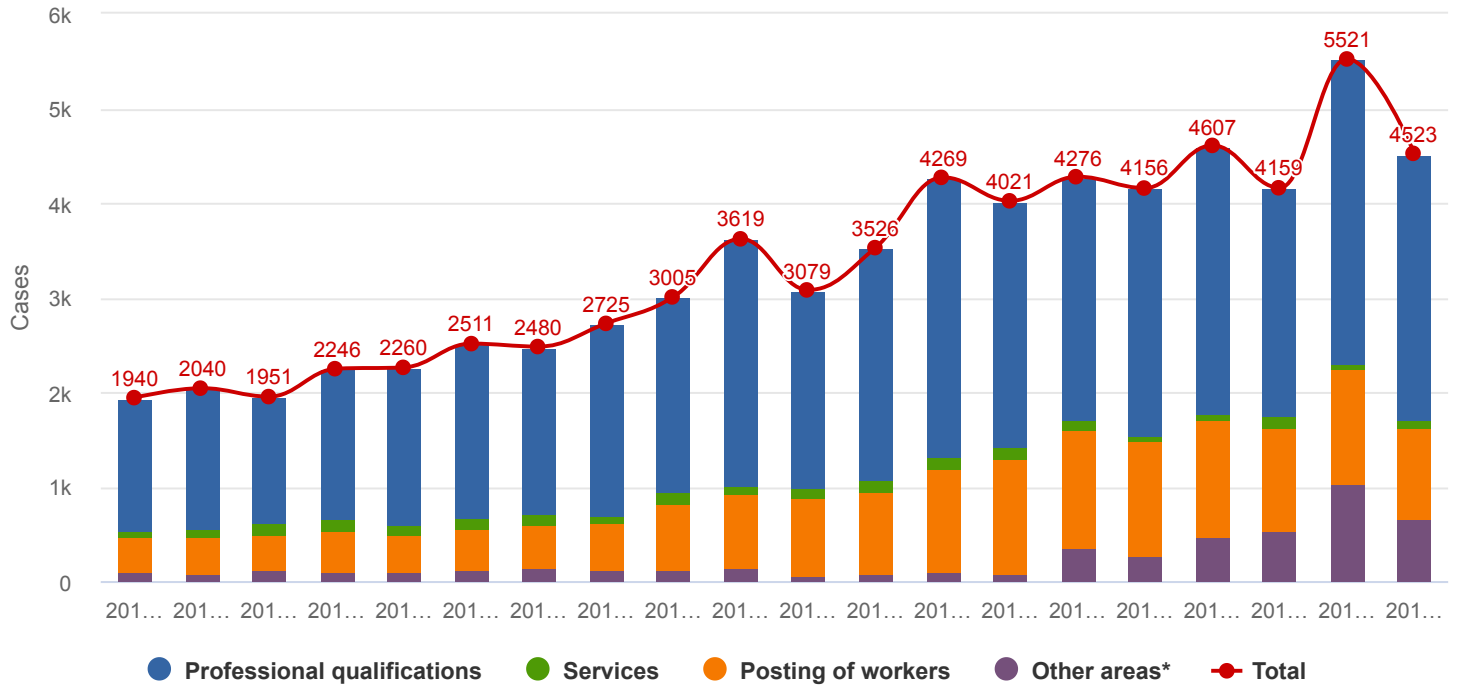- **A total of 14 081 notifications were sent** through IMI in 2019.

Statistics on the use of IMI

All information exchanges in IMI, 2008-2019

210007 exchanges since 2008

Legend:
- Requests
- Repository entries
- SOLVIT cases
- Notifications
- Alerts
- EPC applications
- GDPR Cases
- NRMM type approvals
- All

IMI requests per quarter, 2015-2019
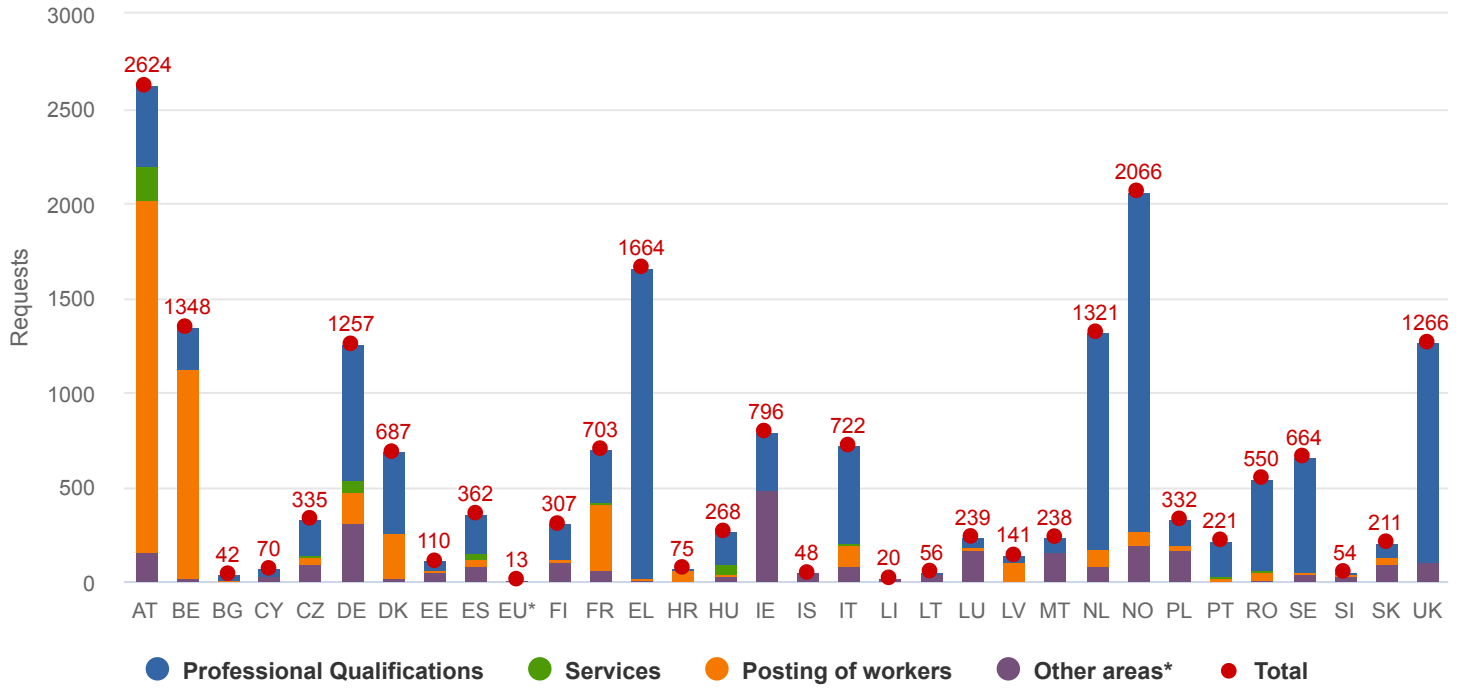
(95790 requests since 2008)

* Other areas: Public Procurement, Patients' Rights, e-Commerce, Train Driving Licences, Cultural Objects, Public Documents, GDPR.

** In the area of Posting of Workers, figures include information requests concerning postings, health and safety, working conditions and establishment as well as requests to send documents.

IMI requests in 2019 by sending Member State

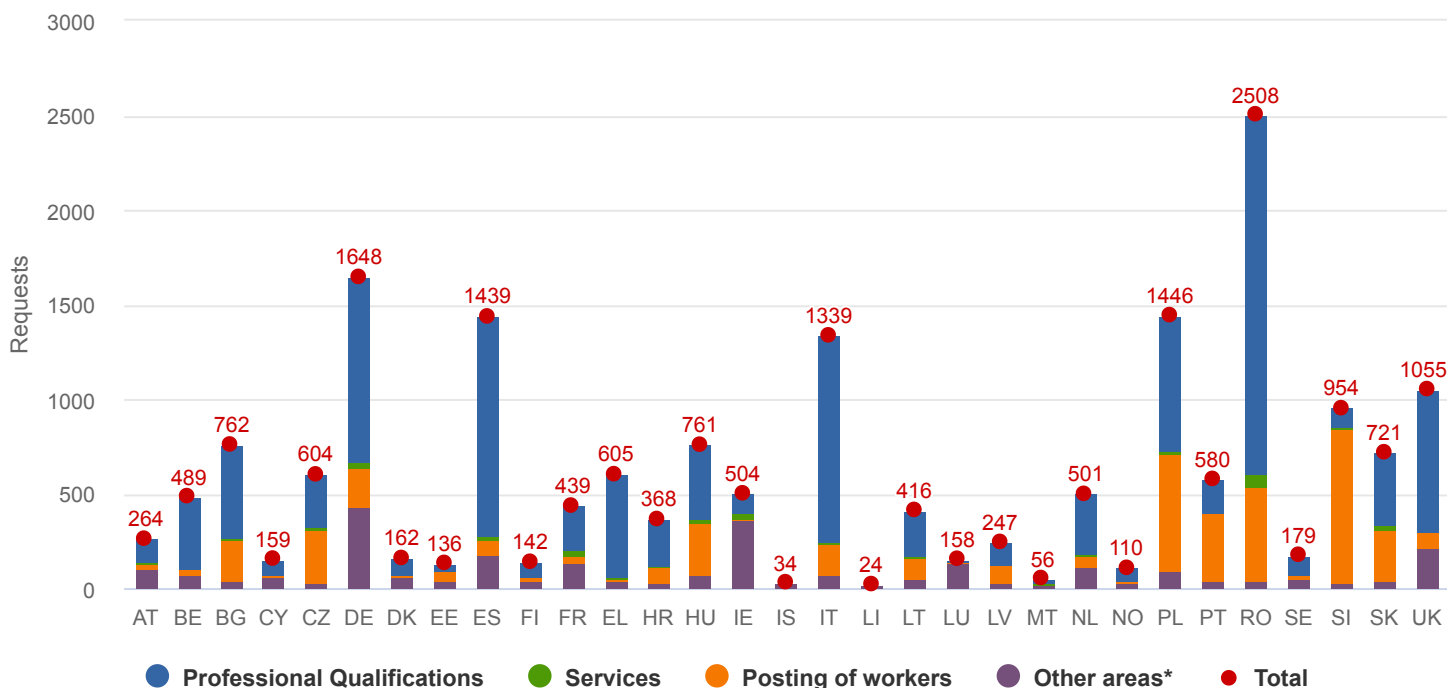(18810 Requests - PQ: 11260, Services: 357, Posting: 4484, Other areas: 2709)

* Other areas: Public Procurement, Patients' Rights, e-Commerce, Train Driving Licences, Cultural Objects, Public Documents, GDPR.

** In the area of Posting of Workers, figures include information requests concerning postings, health and safety, working conditions and establishment as well as requests to send documents.

IMI requests in 2019 by recipient Member State

(18810 Requests - PQ: 11260, Services: 357, Posting: 4484, Other areas: 2709)

Legend: ● Professional Qualifications ● Services ● Posting of workers ● Other areas* ● Total

* Other areas: Public Procurement, Patients' Rights, e-Commerce, Train Driving Licences, Cultural Objects, Public Documents, GDPR.

** In the area of Posting of Workers, figures include information requests concerning postings, health and safety, working conditions and establishment as well as requests to send documents.

For more statistics, see the IMI website.

Achievements

- **IMI now supports 59 cross-border procedures in 16 legal areas**, effectively replacing the need for at least 16 different IT systems.

- From the first day of the launch, in September 2019, Member States have actively used **the IMI modules for administrative cooperation under the Firearms Directive (Council Directive 91/477/EEC)**. By the end of 2019, over 13 500 communications had been sent through in IMI in this area.

- By December 2019 the Commission had adopted the necessary implementing decisions and prepared IMI for use by the Consumer Protection Cooperation Network. The new modules were launched on 17th January 2020, replacing the IT system currently in use by the CPC network.

  Read more

In which areas is IMI now used?

- Professional qualifications
- Services
- Posted workers (see also)
- Cross-border road transport of euro cash
- SOLVIT
- Patients' rights in cross-border healthcare
- E-commerce (pilot project)
- Train driving licences (pilot project)
- Public procurement (pilot project)

- Cultural objects
- European Professional Card
- Non-road mobile machinery
- General Data Protection Regulation (GDPR)
- Public Documents Regulation
- Firearms transfer authorisations